

# City of Hempstead CUSTOMER PORTAL USER GUIDE

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### 1. Login Page:

- Go to the City of Webster customer portal website below.
- <https://my-hemtx.sensus-analytics.com/login.html#/signin>
- Sign in with your email address and password.
- If you are a new user, select **Need to setup an account?**

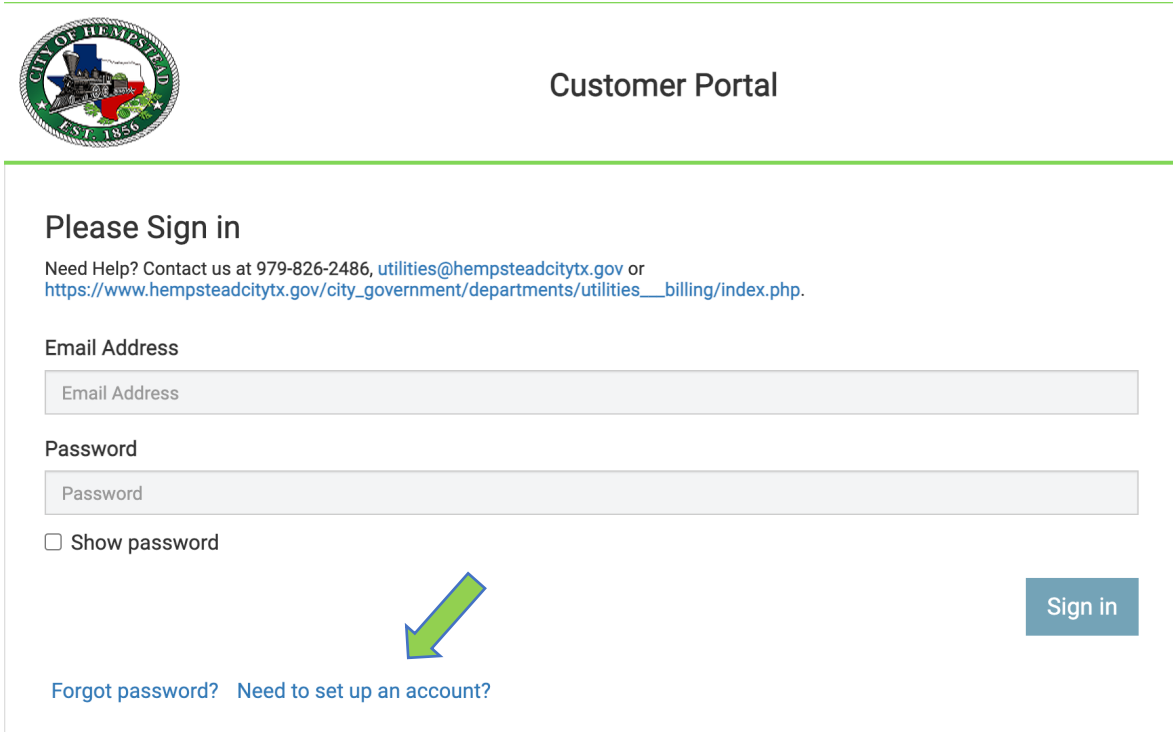


Figure 1- Customer Portal Login Page

- Type in your email address and select **Get Started**.

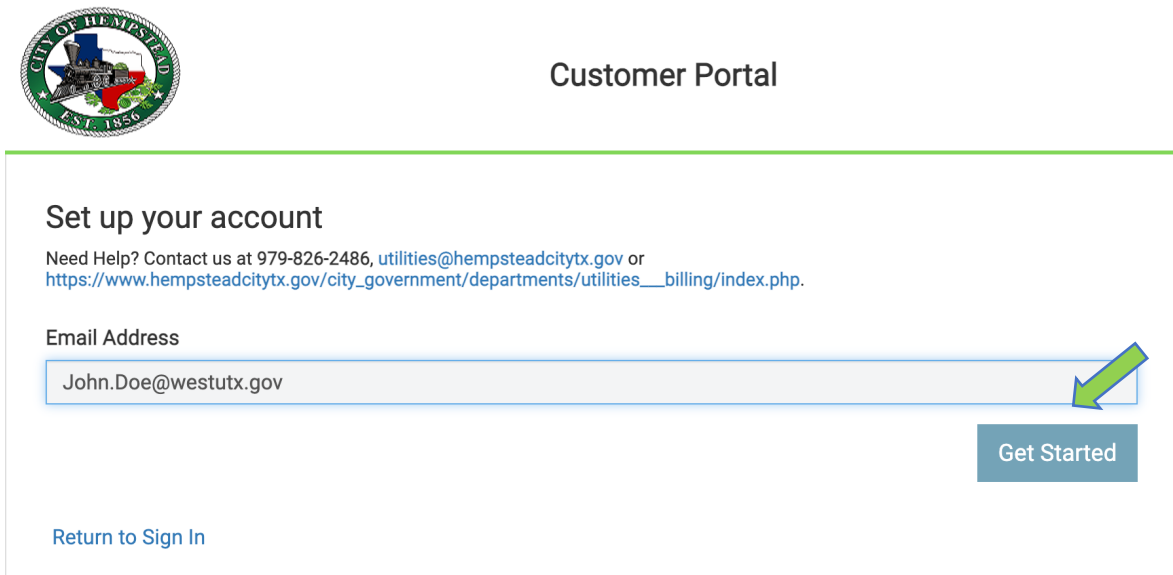


Figure 2-Email Window



## Customer Portal

### Set up your account

Need Help? Contact us at 979-826-2486, [utilities@hempsteadcitytx.gov](mailto:utilities@hempsteadcitytx.gov) or [https://www.hempsteadcitytx.gov/city\\_government/departments/utilities\\_\\_\\_billing/index.php](https://www.hempsteadcitytx.gov/city_government/departments/utilities___billing/index.php).

Check your email.

An invitation was sent to [John.Doe@westutx.gov](mailto:John.Doe@westutx.gov).

[Return to Sign In](#)

Figure 3-Email Confirmation

- Open your email. You will receive an email from [donotreply@sensus-analytics.com](mailto:donotreply@sensus-analytics.com)
  - Check your junk email if you do not see it.
  - Follow the instructions in the email, note the link provided in the email will expire within 24hrs.



### Please complete signup for Hempstead, TX Customer Portal

Welcome to the Hempstead, TX Customer Portal. To complete the signup process, please click the link below or copy the URL into a web browser.

<https://my-hemtx.sensus-analytics.com/login.html#/completeSignup/amFtZXMc2hhcnBAYXF1YS1tZXRyaWMuY29tfDE2ODQ0MjQ0NDc5MTJ8MndKODhHN3lhR3EvSUZgMnBPalo5Uy84eGRwNVBMaTJHUytLR2wvSzhtMD0=>

This link will expire in 24 hours.

Questions? Please contact us at 979-826-2486 , [utilities@hempsteadcitytx.gov](mailto:utilities@hempsteadcitytx.gov) or [https://www.hempsteadcitytx.gov/city\\_government/departments/utilities\\_\\_\\_billing/index.php](https://www.hempsteadcitytx.gov/city_government/departments/utilities___billing/index.php) .

This email was sent by [Hempstead, TX Customer Portal](#).

Figure 4- Email Received

- After clicking the link in the email, you will be prompted to enter in your required account information to complete your customer portal setup.
- Your email address will be prepopulated.
- Enter in your account number as it appears on your bill.
- Enter in your Servie Address Street Number.
- Enter in cell phone number for text message alerts, this is optional.
- Enter in desired password, confirm password.
  - Follow the password rules, which can be viewed by clicking **Rules**.
- Select language default.
- Select **Submit** when ready.



## Customer Portal

### Set up your account

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Email Address

james.sharp@aqua-metric.com

Account Number

1234567890

Service Address Street Number

8710

Cell Phone for Text Messages (optional)

999-999-9999

Password [Rules](#)

.....

Confirm Password

.....

Show passwords

Language

English ▾

Submit

[Return to Sign In](#)

Figure 5- New User Setup window

- You should now be able to login to the customer portal.
- Sign in with your credentials that you created.




## Customer Portal

**Set up your account**

Need Help? Contact us at 979-826-2486, [utilities@hempsteadcitytx.gov](mailto:utilities@hempsteadcitytx.gov) or [https://www.hempsteadcitytx.gov/city\\_government/departments/utilities\\_\\_billing/index.php](https://www.hempsteadcitytx.gov/city_government/departments/utilities__billing/index.php).

Email Address



[Return to Sign In](#)

Figure 6-Sign in window

- If you entered in a phone number, you will be sent a text message with a code for cell phone activation to receive alerts.

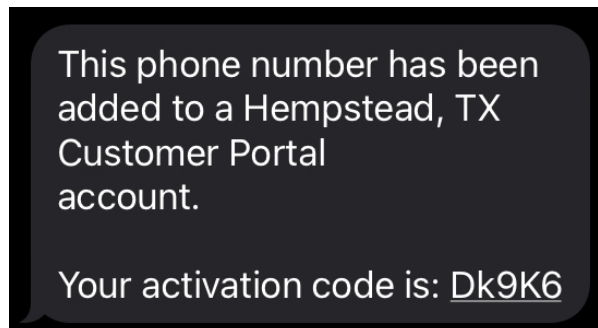


Figure 7-Code Activation Text Message

- Once you sign in, you will be prompted to enter in the code you received in the text message.
- Enter in the code and click **Activate Phone**.
- If the code has expired, you can click on **Request New Activation Code**.

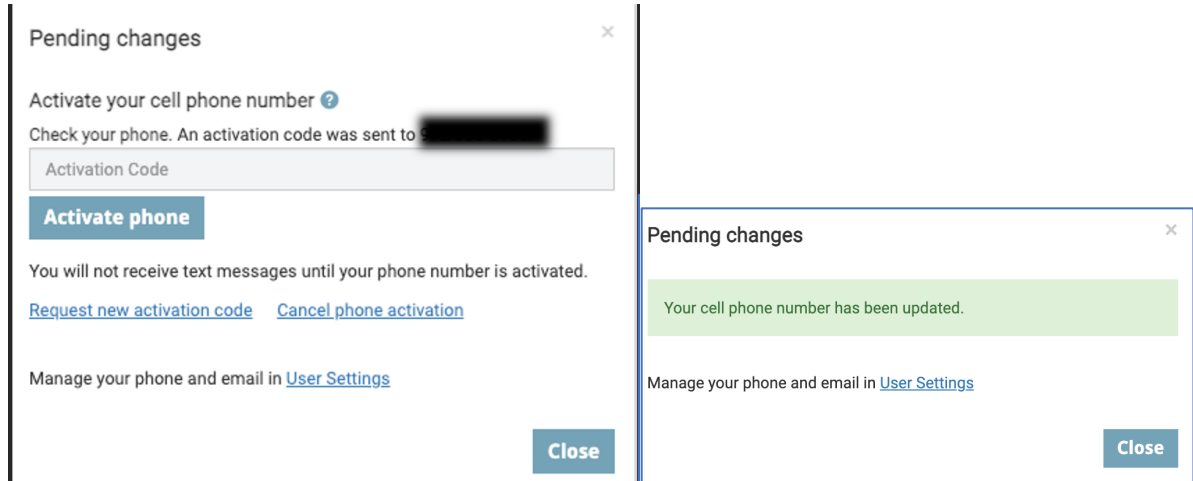


Figure 8- Completing Phone Activation

## 2. Dashboard:

- The Dashboard is an overview of your account details. It displays the current and previous months' usage, current alerts, and notifications.
- There are also quick links to City/Utility Support, Pay Bill services, and language preferences.
- To sign out of your account, select **Sign out**.

### 2.1 Dashboard – Top of Page

- 1<sup>st</sup> Row
  - Utility Logo
    - If you click on the logo it will take you to the home City/Utility website.
  - Name on the account.
  - Quick link access to Utility Support Website.
  - Quick link access to bill pay.
  - Option to set language preference of English or Spanish.
  - Sign out.



Welcome, [REDACTED] | Support | Pay Bill | English ▼ | Sign out

Figure 9-Dashboard-Top of Page - 1st Row

- 2<sup>nd</sup> Row
  - Account name and service address.
  - Drop down menu to toggle between multiple accounts if linked or commodities.
  - Drop down menu to toggle between multiple meters on the account.
    - Quick link access to add nicknames to meter ids

John Doe  
123 Golden Gate Rd.  
GreatUtility, TX, 12345

Customer ▼ [REDACTED] Meter ▼ [REDACTED]

Figure 10-Dashboard - Top of Page-2<sup>nd</sup> Row

## 2.2 Dashboard – Tiles

- Billing Cycle Usage Graph.
  - Displays graphical view of current, previous, and last year billing cycle usage.
- Billing Cycle Data.
  - Shows usage data of current, previous, and last year billing cycle usage during the same time period.
- Billing Cycle Threshold.
  - You can set this up by clicking on **Configure**. This is a way to quickly check to see if you are still in line or close to going over your billing cycle threshold.
- Alerts Triggered.
  - Any alerts that have been triggered will display here.
- Utility Notifications.
  - Notifications sent by the utility will display here.

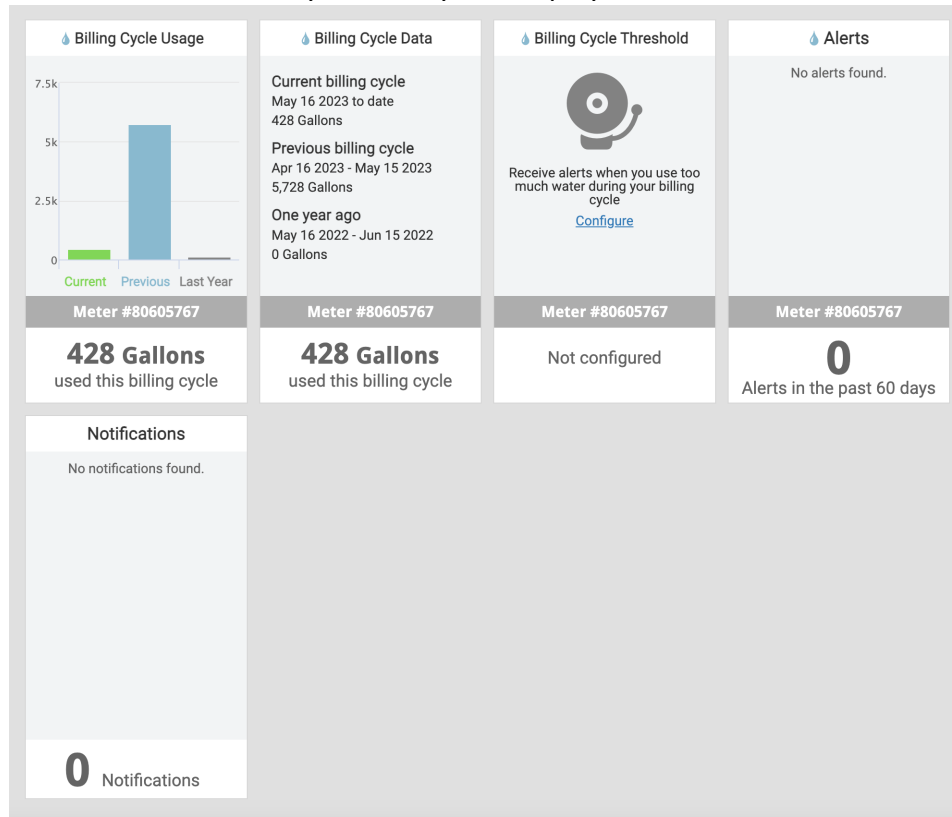


Figure 11- Customer Portal – Dashboard

## 2.3 Dashboard – Bottom of Page

- Copy Right Information.
- Link to view Terms and Conditions.
- Pay Bill Link.
- Option to set language preference of English or Spanish.
- Sensus Logo is a quick link to get back to the Dashboard page.



Figure 12 - Dashboard - Bottom of Page

### 3. Usage Details:

- In the Usage Details tab, you can view temperatures, rainfall, and usage by a selected time frame.
- Options include 24 hrs., 7 days, 30 days, 12 months, and a manually selected date range.
- You can also download a copy of the chart in a PDF file format or download the data in a CSV or XLS format.

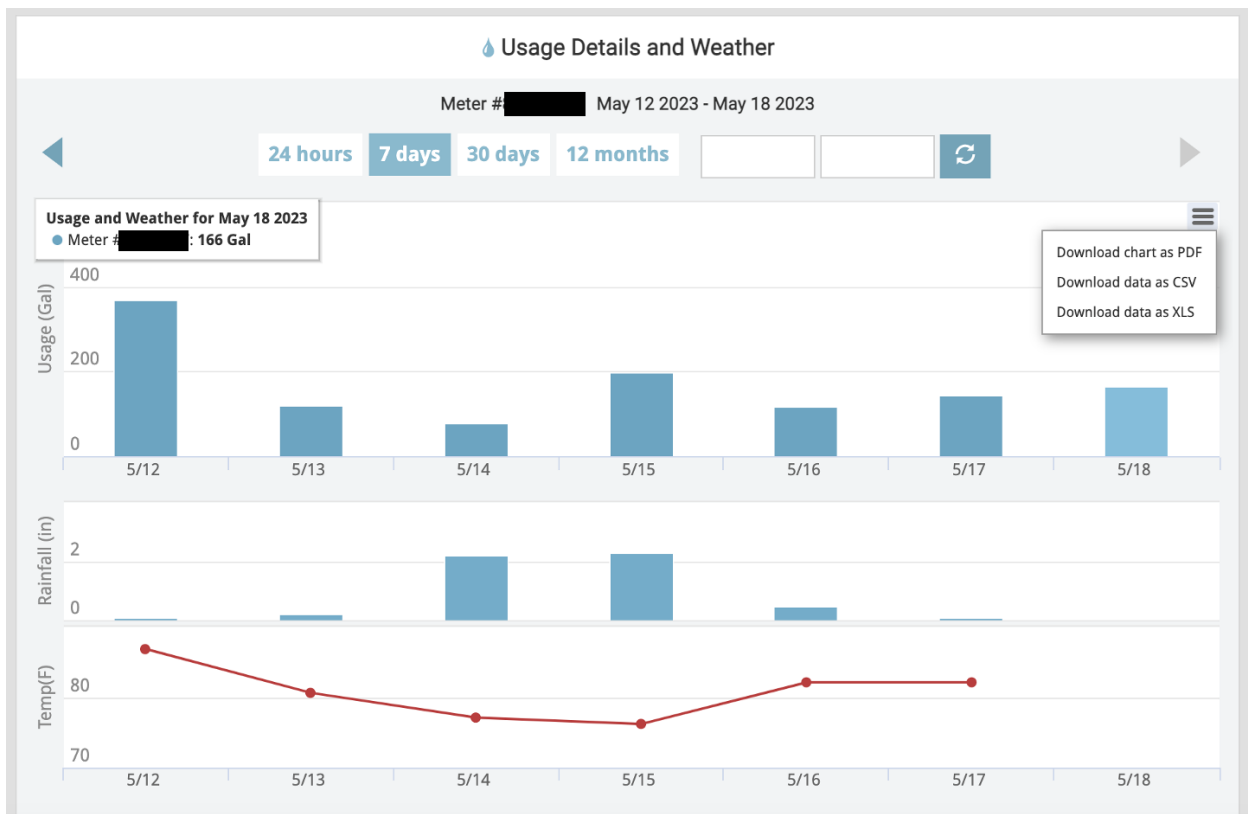


Figure 13-Customer Portal - Usage Details

### 4. Meters:

- In the Meters tab, the meter's details are displayed.
- Here you can
  - Add nicknames to meters.
  - View the last read that came in.
  - Add recipients that you would like to also receive alerts.
  - Use quick links to jump to alert thresholds, dashboard, and usage details.

### Water Meter Details

Monitor meter activity and manage meter settings in one place.

Meter # [REDACTED]	Today	Billing Cycle
<input type="text" value="Add a Nickname"/>	As of 6:00 pm 166 Gal	To Date 428 Gal
123 Golden Gate Rd	Average 154 Gal	Average 4,852 Gal
Last read at 5/18/23 6:00 pm: 315020.20	<a href="#">Add Alert</a>	<a href="#">Add Alert</a>
<a href="#">Usage Details</a> <a href="#">Dashboard</a>		
<b>0 Alerts</b> <a href="#">Add Recipients</a>		

Figure 14- Customer Portal - Meters

## 5. Settings:

- In the Settings tab, select **Usage Alerts**, alerts can be set and edited here.
- To enable an alert, check the enabled box and enter in the desired threshold amount for each alert.
- Vacation Alert will bypass all other alerts when enabled.

### 💧 Billing Cycle Usage Alert

Alert me when a meter is using more than a given amount in a billing cycle.

Meter # [redacted] Average Use 2303 Gal	Alert me when usage exceeds 3000 Gal	<input checked="" type="checkbox"/> Enabled	Save
Meter # [redacted] Average Use 8219 Gal	Alert me when usage exceeds 3000 Gal	<input checked="" type="checkbox"/> Enabled	Save

### 💧 Daily Usage Alert

Alert me when a meter is using more than a given amount in a day.

Meter # [redacted] Average Use 74 Gal	Alert me when usage exceeds 80 Gal	<input checked="" type="checkbox"/> Enabled	Save
Meter # [redacted] Average Use 287 Gal	Alert me when usage exceeds 300 Gal	<input checked="" type="checkbox"/> Enabled	Save

### 💧 Multi-Day Alert

Monitor meter usage over 7 days.

Meter # [redacted] Average Use 520 Gal over 7 days	Monitor usage over 7 days Alert me when usage exceeds Usage Gal	<input type="checkbox"/> Enabled	Save
Meter # [redacted] Average Use 2012 Gal over 7 days	Monitor usage over 7 days Alert me when usage exceeds Usage Gal	<input type="checkbox"/> Enabled	Save

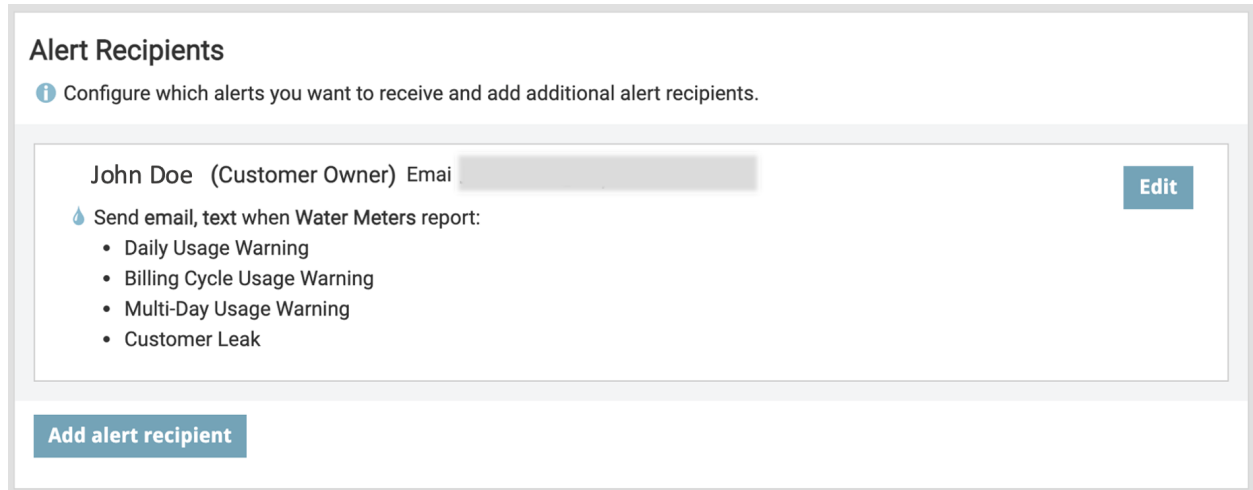
### 💧 Vacation Alerts

Temporarily override your normal daily alert usage.

Meter # [redacted] 77005	Starting on Starting on	Ending on Ending on	Alert me when usage exceeds Usage Gal	<input type="checkbox"/> Enabled	Save
Meter # [redacted] 77005	Starting on Starting on	Ending on Ending on	Alert me when usage exceeds Usage Gal	<input type="checkbox"/> Enabled	Save

Figure 15-Customer Portal- Settings - Usage Alerts

- Select **Alert Recipients**, here you can edit which alerts you would like to receive and add new recipients to receive these alerts via email or text message.



### Alert Recipients

**i** Configure which alerts you want to receive and add additional alert recipients.

John Doe (Customer Owner) Email [Redacted] [Edit](#)

**💧** Send email, text when Water Meters report:

- Daily Usage Warning
- Billing Cycle Usage Warning
- Multi-Day Usage Warning
- Customer Leak

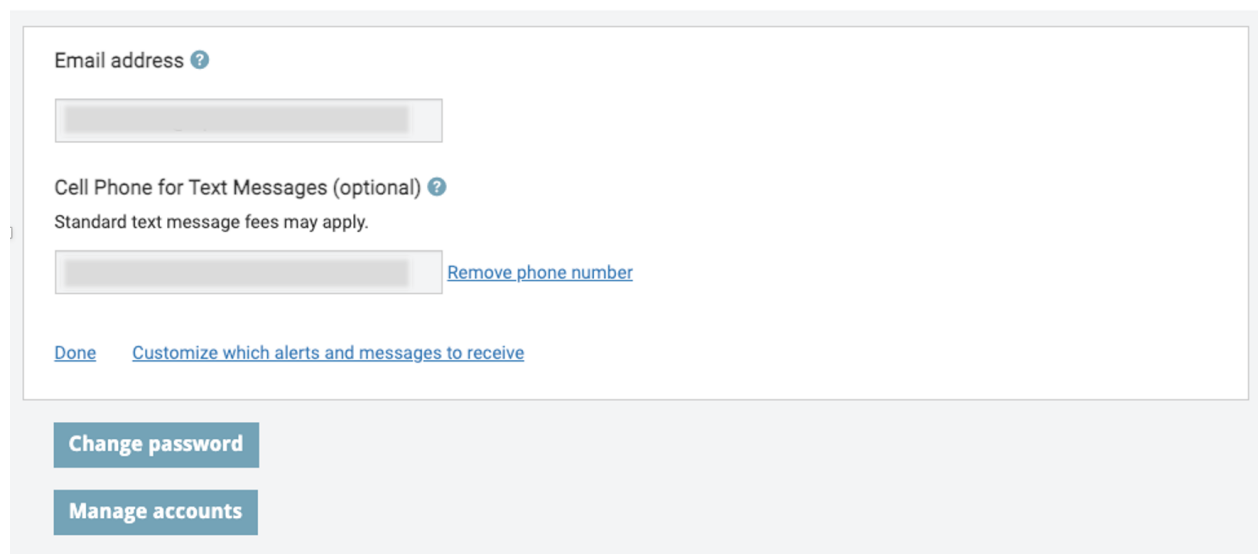
[Add alert recipient](#)

Figure 16-Customer Portal- Settings - Alert Recipients

- Select **User Settings**, here you can edit your email, phone#, password, and even add other accounts. This is for customer portal purposes only. To update your email and phone# for billing purposes make sure to contact your city or utility.

### User Settings

**i** Manage your contact information, change your password and add new accounts.



Email address **?**

[Redacted]

Cell Phone for Text Messages (optional) **?**

Standard text message fees may apply.

[Redacted] [Remove phone number](#)

[Done](#) [Customize which alerts and messages to receive](#)

[Change password](#)

[Manage accounts](#)

Figure 17-Customer Portal- Settings - User Settings

- To link another account,
  - Click on **Manage Accounts**.
  - Click on **Add Account**.
  - Enter in the **Account Number**.
  - Enter in the **Name as it appears on bill**.
  - Click **Add Account**.
  - You will now be able to view meters on both accounts.

**i** Add another account to your portal.

Account Number

Account Number

Last billed amount (Do not include '\$' character)

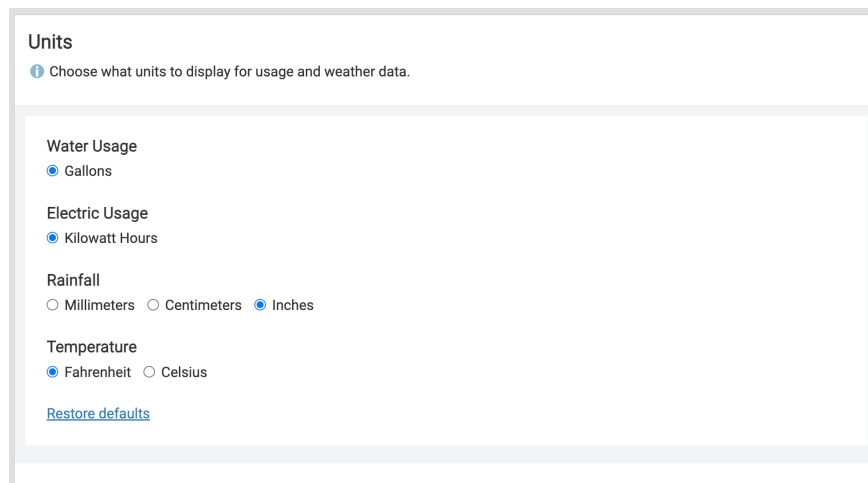
Last billed amount (Do not include '\$' charac

Add account

Cancel

Figure 18-Manage Accounts Page

- Select **Units**, here you can choose how you would like to view units of measures for meter usage, rainfall, and temperature on your customer portal page.
- Exit will save your selection.



Units

**i** Choose what units to display for usage and weather data.

Water Usage

Gallons

Electric Usage

Kilowatt Hours

Rainfall

Millimeters  Centimeters  Inches

Temperature

Fahrenheit  Celsius

[Restore defaults](#)

Figure 19-Customer Portal - Settings - Units

## 6. Usage Details – Revisit

- Now that all alerts and thresholds are set. Your dashboard will show any alerts triggered and if you are on target or over target on your billing cycle threshold.

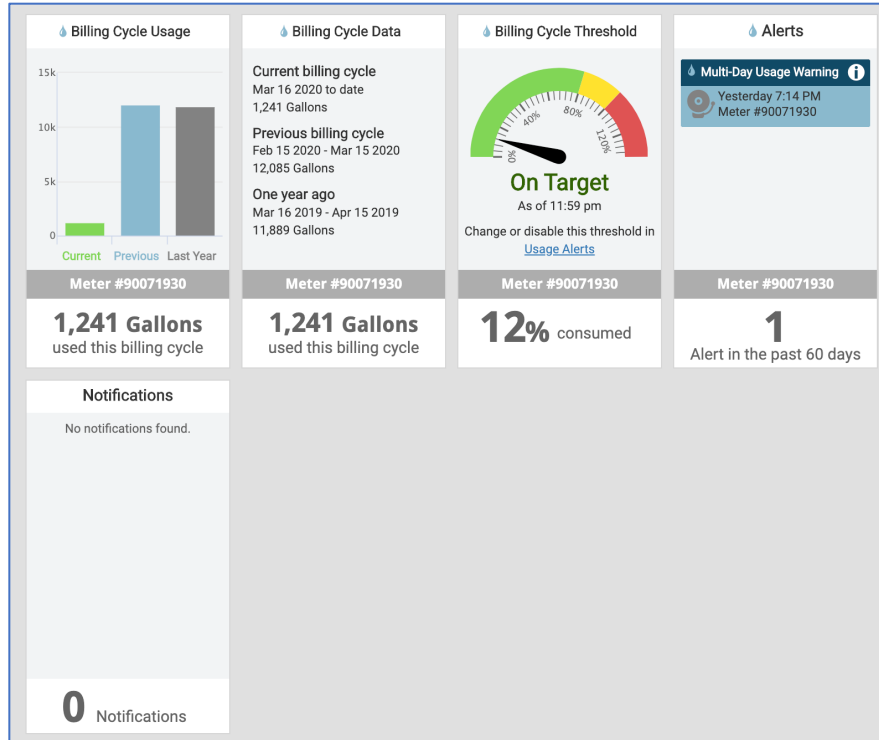


Figure 20 - Dashboard - Alerts Configured

- Usage Details will now display a daily usage threshold if one was set.

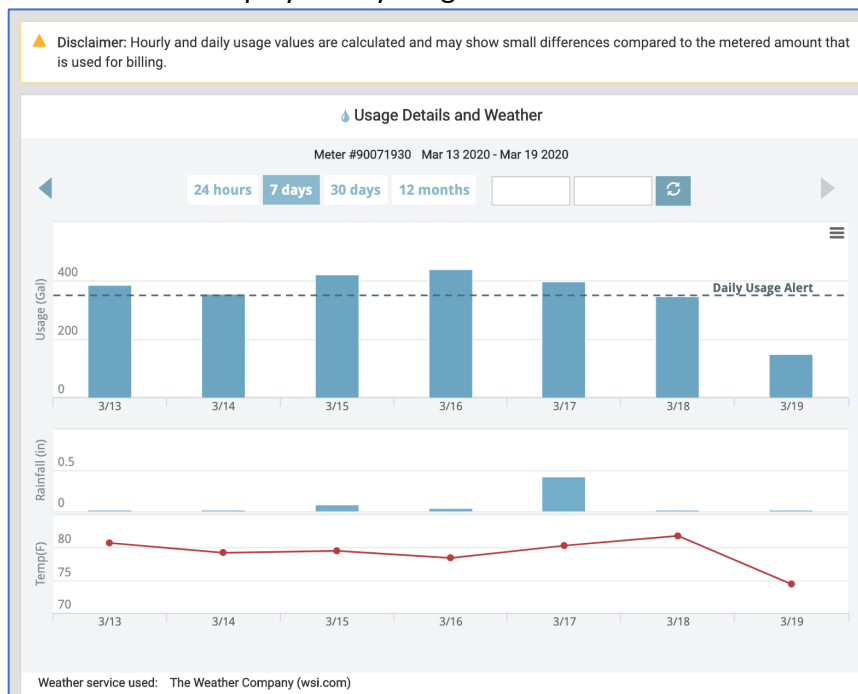


Figure 21 - Usage Details - Daily Alerts Configured